

RCP

QUARTERLY

VOLUME IV
ISSUE III
WINTER 2018

A PUBLICATION OF
RIVERSIDE COUNTY
PROBATION
DEPARTMENT



RIVERSIDE COUNTY

REENTRY CONFERENCE 2018



FEATURE

Bringing together agencies from across Southern California, the 2018 Riverside County Reentry Conference sought to create a coalition of service providers to give clients a more cogent and effective rehabilitation process.

By Elizabeth Olson

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VETERANS COURT HOLIDAY DINNER

VETERANS AND THEIR FAMILIES JOINED SANTA FOR A NIGHT OF FOOD AND FESTIVITIES
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HUNDREDS OF STAFF CELEBRATED PROMOTIONS, YEARS OF SERVICE, AND SPECIAL AWARDS AT THIS YEAR'S EMPLOYEE RECOGNITION AND AWARDS CEREMONY
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MESSAGE FROM THE CHIEF

WINTER 2018



THIS TIME OF YEAR, I LIKE TO SPEND SOME TIME REFLECTING ON OUR RECENT ACCOMPLISHMENTS AND ALSO LOOK AHEAD AT THE DIRECTION WE ARE GOING. 2017 WAS A TREMENDOUS YEAR FOR US AS WE SUCCESSFULLY LAUNCHED THE CONTINUUM OF CARE REFORM. WE ARE ALREADY SEEING A REDUCTION IN THE NUMBER OF YOUTH WE ARE PLACING IN FOSTER CARE; AND FOR THOSE PLACED WE ARE SEEING AN INCREASE IN THEIR PROGRAM COMPLETION RATE. AFTER MANY YEARS OF PLANNING AND CONSTRUCTION, THE ALAN M. CROGAN YOUTH TREATMENT AND EDUCATION CENTER OPENED AND IS FULLY OPERATIONAL. WE LAUNCHED OUR LEAN TRANSFORMATION AND HAVE ALREADY IDENTIFIED WELL OVER \$1 MILLION IN COST AVOIDANCE AND ACTUAL SAVINGS; AND WE CONTINUE TO SEE ALL-TIME LOWS IN OUR JUVENILE DETENTION POPULATION DUE TO EFFECTIVE EARLY-INTERVENTION PROGRAMS SUCH AS OUR YOUTH ACCOUNTABILITY TEAMS AND PROACTIVE JUVENILE CASE MANAGEMENT STRATEGIES SUCH AS OUR FUNCTIONAL FAMILY PROBATION SUPERVISION PILOT PROJECT. IT TRULY HAS BEEN A VERY SUCCESSFUL YEAR.

AS I GIVE THOUGHT TO WHAT 2018 BRINGS OUR WAY AND THE PROJECTS WE PLAN TO ACHIEVE, WE CAN'T IGNORE THAT IT WILL BE ANOTHER DIFFICULT BUDGET YEAR. BUT I'M CONFIDENT THAT WITH ADEQUATE PLANNING AND A SOLID STRATEGY, ALONG WITH OUR CONTINUED LEAN TRANSFORMATION, WE WILL PREVAIL AND EFFECTIVELY CONTINUE OUR WORK. I AM LOOKING FORWARD TO THE COMPLETION OF THE MAIN STREET BUILDING IN DOWNTOWN RIVERSIDE AND THE REMODEL OF SPACE IN OUR PALM SPRINGS OFFICE; WE HAVE ALREADY SEEN THE SUCCESS OF OUR VERY FIRST REENTRY CONFERENCE WITH MORE THAN 400 ATTENDEES; AND BUILDING A COUNTYWIDE REENTRY COLLABORATIVE IS A VISION WITHIN OUR GRASP. THE NEW LEGISLATIVE SESSION HAS JUST KICKED OFF IN SACRAMENTO AND WE KNOW AS IN YEARS PAST WE WILL SEE NEW LAWS PUT IN PLACE THAT REQUIRE US TO BE A RESILIENT AND NIMBLE ORGANIZATION; AND OF COURSE WE WILL BE ACTIVELY PARTICIPATING IN RIVERSIDE COUNTY'S VISION FOR 2030 THAT HAS IDENTIFIED EIGHT BOLD STEPS THAT WILL ALLOW RIVERSIDE COUNTY TO THRIVE AND BE THE BEST PLACE TO LIVE, WORK AND PLAY.

AND, OF COURSE, I ALWAYS GIVE THOUGHT THIS TIME OF YEAR TO OUR EMPLOYEES. IT WOULD HAVE BEEN IMPOSSIBLE TO ACHIEVE ALL THAT WE ACCOMPLISHED IN 2017, OR TO EVEN BEGIN TO CONTEMPLATE ALL THAT WILL BE ACHIEVED AND HOW WE WILL OVERCOME THE CHALLENGES 2018 BRINGS, WITHOUT UNDERSTANDING THAT IT TAKES A TALENTED, DIVERSE, COMMITTED WORKFORCE TO CARRY OUT THIS WORK. SO AS WE HAVE LAUNCHED INTO 2018, I KNOW THE RIVERSIDE COUNTY PROBATION DEPARTMENT IS PREPARED TO CONTINUE OUR WORK OF SERVING COURTS, PROTECTING OUR COMMUNITY AND CHANGING LIVES.

Mark A. Hake
MARK A. HAKE
CHIEF PROBATION OFFICER

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MEET BRIANNA

Volunteers and Interns play a crucial role in any organization and the VIP program (Volunteer/Intern in Probation) is no different. We greatly appreciate the work and dedication from our VIPs and recognize the important function their service provides in supporting the needs of Riverside County Probation (RCP).

Volunteers are passionate about serving our community and coincide with fulfilling our mission of changing lives through assisting probation staff with a variety of duties throughout the county.

Many of our VIPs are eager to learn; and whether they are assigned to mentoring a youth or assisting staff with their duties, our VIPs not only contribute to the success of our department but also bring a global view from within the community. As with so many of our current officers, VIPs use the VIP program as a gateway into their future career with RCP.

This February at the Employee Recognition and Awards Ceremony, we honored VIP Brianna Gutierrez as the 2017 Volunteer of the Year. Her mother, retired Senior Probation Officer Margret Gutierrez, certainly had an influence into leading her to pursue a career in criminal justice. Brianna recalled, "She would come home and talk about her day and when I was little, I was able to meet a lot of probation officers. I was always involved

in probation and had a general interest in criminal justice; it was always around my childhood." Brianna discussed some of her experience as a VIP assigned to the Juvenile Service Division.

Brianna stated she choose to become a VIP (intern) with RCP because she wanted a better understanding of the duties and qualifications needed to become a probation officer.

She aspired to understand the intricacies and certainties of the job. She also wanted information beyond what was being provided in her criminal justice classes. She stated, "My ultimate goal is to have a career in probation. I was motivated to intern in order to prepare for the realities of working as a law enforcement official."

Brianna's most rewarding aspect of being a VIP has been developing relationships and networking with probation staff. Brianna stated, "I have gained countless connections that will fortify a role in my occupational goals. The skills that I have acquired can be applied to numerous professions. I have obtained an assortment of knowledge that will assist in my upcoming endeavors of becoming a probation officer."

“*Professionalism is evident the moment you enter the building, but once inside, one experiences a close-knit community...*”

Brianna's advice for those looking to volunteer or intern at RCP is to not be intimidated or concerned about being inexperienced in the probation field. She added, "The probation officers will guide, train and assist you in performing your tasks. The department and probation staff are also extremely flexible and understanding of any work or school obligations. Be prepared to work and have an incredible time at the probation department."

"I absolutely love and enjoy interning at the Riverside County Probation Department. Professionalism is evident the moment you enter the building; but once inside, one experiences a close-knit community that celebrates holidays, baby showers, weddings and birthdays. I always feel so welcomed and appreciated by everyone at the department. I cannot wait to eventually be a part of an agency with such warm, inviting, caring and elite individuals."

Do you know someone like Brianna Gutierrez who would make a great VIP for our department? Refer them to our website: www.probation.co.riverside.ca.us. Find the tab "Volunteer/Intern" and follow directions on how to apply.

SENIOR PROBATION OFFICER

VIRGINIA SALHANI



DEPUTY PROBATION OFFICER

Michael Brazil

Deputy Probation Officer (DPO) II Michael Brazil earned his bachelor's degree in Political Science at Chapman University in 2008 and went to work in local government. His interest in public service grew and he decided to take a greater role in his community. He considered his options and found that the DPO position at Riverside County Probation (RCP) was an attractive option because it allowed the opportunity to enter a career field with upward mobility while giving back to the community. "Making a positive impact on the clients we serve was desirable to me," DPO Brazil said. "I also felt that RCP had the right work-life balance for me."



One of DPO Brazil's first assignments after being hired at RCP in May 2015 was formal supervision of adult clients. He moved to managing AB109 Level 2 offenders in September 2016 and has been managing a Level 1 AB109 caseload since June 2017.

Many aspects of the job are rewarding according to DPO Brazil. He enjoys helping clients with positive gains as well as being part of a team of likeminded people. He appreciates learning from supportive supervisors and enthusiastic Senior DPOs. He also likes that the job lends itself to never having the same day twice.

One of DPO Brazil's most memorable experiences with RCP was being chosen the class speaker for the Core 007 Academy graduation. "Our Core class was full of dedicated professionals that embody what this department is about," he said. "It was an honor to speak on behalf of such exciting and intelligent people. Speaking in front of the Executive Team and proud friends and families of the graduating class will be an experience I will never forget."

Commitment is the core value DPO Brazil believes is most important to the success of RCP employees and those interested in joining the department, as this job is like no other. From the long application period, to the change and evolution in client services, to the desire to improve every day, this career path takes commitment to one's self and the process. Staff must be committed to learning new positions, push through tough physical training and adjust to hurdles this position presents. Those who stick with it will be rewarded with work that is both challenging and exciting.

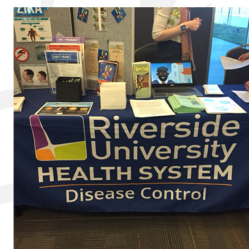
One of the key elements to succeeding in the position is learning from fellow teammates, according to DPO Brazil. "I have been fortunate to have veteran officers in each assignment that provided advice, guidance and perspective in various situations," he stated. "My advice would be to take advantage of the experienced DPOs in your unit and learn from them."



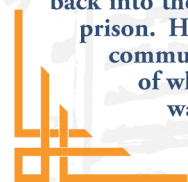
2018 INTERAGENCY SYMPOSIUM

Recap By Division Director
Martha Wardrup

Cultural Diversity was the theme for this year's Interagency Symposium, which brought together multiple county agencies with the intent to empower employees to better serve children and families in the community. The morning began with a group of Cahuilla Indian bird singers. Dr. Jamie Rotnofsky with Riverside University Health Systems-Behavioral Health was the keynote speaker; she spoke about empowering families in a diverse environment and brought awareness of the challenges related to sensitive issues facing all communities.



The afternoon session was filled with testimonials by three individuals who had faced adversity and challenges as they tried to integrate back into their communities after incarceration. One guest speaker spoke about his struggle to be accepted after his release from prison. He stated that he wanted to be a productive member of society after serving several prison terms. He spoke about how the community, as a whole, needs to be better engaged and more accepting of those individuals recently released from prison, all of whom are hoping for second chances. The symposium ended with a panel discussion of a case study. The take away was that everyone needs to be accepting of our differences and cultures. The more we know about each other's cultures, the more competent we become in addressing issues facing all communities.





CULTURE OF HEALTH

Throughout the months of November and December 2017, the Community Element of the Culture of Health, in conjunction with Riverside County Probation offices throughout the county, collected and distributed 2,500 pounds of canned and non-perishable food items, 14 turkeys, as well as jackets and blankets for the benefit of 100 families associated with the Mecca Family Resource Center (MFRC). As the focal point of the community, the MFRC houses a health clinic, day care facility, offices for the Economic Development Agency and provides information and referrals to government services that can be accessed by the community's large farmworker population. Recipients were particularly impressed and grateful for the donations contributed from employee holiday gatherings. The yuletide season was a bit brighter for many, thanks to the generosity of the Riverside County Probation Department.

On December 20, 2017, Probation Specialist Veronica Hewitt and Senior Probation Officer Eric Kassick attended Habitat for Humanity (H4H) of the Coachella Valley's "Presentation of the Keys" ceremony at which a pair of U.S. Army Veterans were given the keys to their new homes in the City of Palm Desert. It was an opportunity to see the fruits of their labor, as they and a number of other volunteers from the Desert Services Division, including Division Director Martha Wardrup, had given their time and labor to perform various tasks at the homes earlier in 2017, including landscaping, painting, electrical work, mailbox installations and cleanup. The volunteering opportunity was coordinated by the Culture of Health Community Element.

The homes in the City of Palm Desert were built on two parcels of land donated by the city. The new owners were required to spend 200 hours helping to build the homes and were also asked to make a small down payment on a zero-interest mortgage loan processed by H4H. Both homeowners agreed the process of buying a home through H4H provided them with more than an affordable house, but also connected them to others in the community. The ceremony was also attended by Palm Desert Mayor Robert A. Spiegel, many local veterans and Pam Troxell of the Coachella Valley H4H, all of whom praised the efforts of our volunteers who helped bring these projects to completion. H4H board president Patrick Swarthout stated, "The homes were built by the community. Volunteers planted the front yards, they painted, they cleaned...it was really a community effort."



WITH BLANCA GONZALEZ

SENIOR PROBATION CORRECTIONS OFFICER

I have worked at Southwest Juvenile Hall since my career begun with RCP in June 2014. My past assignments have been line staff in all of the units, intake officer and now senior PCO of the girl's unit. In the time I spent with the Chief, I learned that the department is rapidly changing and growing. The population has gone down in the institutions and we discussed what could be done if we ended up with extra spaces. A good idea was initiating a "Safehouse" that would house youth that were not yet in trouble but had nowhere safe to go. This would keep some youth from becoming delinquent and in trouble with the law.

I learned that Chief Hake is extremely involved in all aspects of Probation. Every topic we spoke about, whether it was institutions, uniforms, field services or the future of probation in general, he had a great plan in his mind on where we are headed. A particular topic of discussion was the rise of the School Threat Assessment and Response protocol (previously known as the Kids with Guns protocol). We



spoke about how there has been a lot more news coverage of violence in public schools. We discussed how we as a community can change this. Chief Hake emphasized that morals and the value of human life needed to be taught at an early age. It seems like nowadays, there is less regard for human life and morals. I emphasized educating the community on reporting all suspicious behavior, but this would be more of a reactive method instead of being proactive. I thought Chief Hake's idea was a great measure and great way to do something about this issue before it's too late.

Some advice that the Chief gave me was to strive to be a more rounded officer. It is ideal to move around and explore positions such as field work and court. He emphasized that it helps develop people skills and also makes for a more efficient employee.

I thought that having lunch with the Chief was a great opportunity. It showed me that Chief Hake is very approachable and very down to earth. He has worked in many positions within the department and was able to give great advice and share his experiences of how things have evolved to how they are now.



BREAKING THE CYCLE

STORIES FROM RCP'S INSTITUTIONS

BEANIES FOR BABIES

Female youth at the Alan M. Crogan Youth Treatment and Education Center (AMC-YTEC) are housed in the Gamma Unit. In September 2017, the young women in this unit participated in a community service program that was conducted at the treatment facility. CLICK for Babies - Period of PURPLE Crying Caps, is a campaign aimed at bringing awareness to Shaken Baby Syndrome. CLICK refers to the "clicking" sound knitting needles make and Period of PURPLE Crying refers to the time when babies are between two weeks and five months old; a time in which crying increases and parents can become frustrated. Shaken Baby Syndrome is the leading cause of child abuse deaths in the United States. Female youth at AMC-YTEC were encouraged to crochet purple baby beanies that were mailed to the National

Center on Shaken Baby Syndrome. During that month, the youth were able to crochet 26 beanies, totaling 52 hours of community service! The beanies were passed out in participating hospitals during the month of November. While this community service helps to bring awareness to Shaken Baby Syndrome, it also allowed the female youth at AMC-YTEC a chance build a sense of teamwork and was also therapeutic in reducing the stress some of these youth faced when they were transferred to the new facility at the end of July 2017. Congratulations to the young ladies in the unit and the staff that taught them how to crochet and how to think outside of the box when it comes to giving back to the community.

For more information on Shaken Baby Syndrome, please visit <http://dontshake.org>.



BABY BEANIES CROCHETED BY YTEC YOUTH



PROBATION CORRECTIONS OFFICER

ASHLEY JEWELL

OPERATION WARM AND COZY

For most of us, the holiday season is a joyous and fun-filled time of the year. There are holiday decorations to put up, meals to plan with family and friends and giving and receiving meaningful gifts. It is through acts of generosity during the holiday season that we gain a sense of well-being and happiness. It was with this philosophy in mind that Probation Corrections Officer (PCO) Michael Keechler resolved to create an activity for the youth at IJH that would provide comfort to those in need while helping our youth develop a greater sense of compassion for others in need; thus, he created "Operation Warm and Cozy."

This year the staff at IJH recognized the Desi Strong Foundation. The goal of this organization is to lighten the load of families who are battling the challenges of

childhood cancer. The foundation provides help to families in the form of food, transportation and other related expenses. In addition, they make it a point to include the often overlooked siblings of these young patients.

The Desi Strong Foundation is particularly close to our hearts because our extended work family here at IJH has been affected by childhood cancer and we were more than honored to be able to show our support.

Operation Warm and Cozy began after PCO Keechler received a generous donation of fabric from a local church. PCO Keechler, along with PCOs Jeremy Somers and Paola Olivares, went to work instructing the youth on how to produce high-quality "no-sew" blankets that could be treasured by

a family struggling through this difficult time in their lives. The youth diligently layered the fleece and hand-knotted the fringed pieces together around the entire piece, which created the soft, cozy and warm blankets of various sizes, colors and prints. While working on the project, staff members described some of the daily struggles these children endure. The youth were so inspired that they exceeded the initial goal of a dozen blankets and produced more than 30 blankets, scarves and hats.

The blankets were wrapped and delivered to the foundation headquarters just in time for the toy drive; the children and their siblings were able to hand-pick a blanket, scarf and beanie.



SUPERVISING PROBATION OFFICER

ANGELICA DANIEL

HELPING HANDS FOR SUCCESS

PCO II CRYSTAL SORIA

The Alan M. Crogan Youth Treatment and Education Center (AMC-YTEC) offers youth several programs to assist with their reintegration into the community. AMC-YTEC has collaborated with Riverside City College (RCC) and California Family Life Center (CFLC) to assist youth with college enrollment and employment readiness.

One of RCC's Student Resource Specialists, Ismael Davila, frequently visits the AMC-YTEC facility to help youth with enrolling in college. Mr. Davila stated, "The program provides essential information about college to these marginalized students to increase their enrollment in postsecondary education and help reduce the institutional barriers preventing them from attending a higher education institution. Additionally, by reducing these institutional barriers, the program assists these marginalized students in becoming productive members of our global society."

Approximately 15 youth have started attending college or are expected to attend next semester. Each youth has their own individual education plan which is focused on their specific field of interest. One youth who was interested in becoming a hairdresser was accepted into RCC's Cosmetology program. "My experience with the program has been wonderful," said Mr. Davila. "It is a pleasure assisting students in achieving their educational goals."

CFLC has provided services for the AMC-YTEC youth that range from financial literacy to interview skills and volunteer opportunities. CFLC has also provided paid internships to approximately 10 youth at AMC-YTEC. These part-time internships have included positions at grocery stores, department stores, warehouses and even an airport. Many of the youth who have completed their internship have later been hired at their internship locations. Career

Navigator Patti Mitchell has become a familiar face at AMC-YTEC. She not only assists youth that are currently in the facility, but she also stays in contact with youth that have graduated from AMC-YTEC and helps them with employment and achieving higher education. When Ms. Mitchell was asked about her experience working with AMC-YTEC youth, she stated she is proud of the youth and is fortunate to have the opportunity to work with each individual. It had also been noted that the majority of the youth that have participated in the CFLC program have continued their employment and education upon graduation; they have focused on being successful verses participating in activities that would get them into trouble and possibly lead to recidivism.

AMC-YTEC appreciates the partnership and services RCC and CFLC have provided. Both have contributed to changing lives of youth for the better.

GOLD PANNING

SPO SANISA KISSELL

I was recently sitting in on a youth's school presentation about geology in which the youth was becoming frustrated while trying to explain his presentation. Albert Einstein's statement, "If you can't explain it simply, you don't understand it well enough," came to mind. I suggested to the teacher to have a presenter come out to do a gold mining lesson, which had to do with what the youth were learning in class. On December 15, 2017, retired California Highway Patrol Officer Zeff Valdovinos, who spends his leisure time mining and panning for gold, came to the (AMC-YTEC) to show the youth how to apply what they learned in geology to find gold. Mr. Valdovinos gave a short presentation in the classroom and worked collaboratively with the Riverside County Office of Education teacher, Dr.

Daniel Dike. While all the youth were engaged, one in particular was so interested that he submitted an essay about what he learned: "The best places to check for gold are areas with plenty of quartz. Where there is quartz, there is a high possibility that you shall come across gold... We also learned how gold might seem tiny in size, but the weight of it is impressive due to its density. He had a vial with approximately \$200-\$300 worth of gold; he removed a small flake from the vial and dropped it back in to show us how rapidly gold sinks to the bottom. We headed outside to begin our hands-on experience. We were surprised to see a panning station with water and a container filled with sand and bits of rocks. He handed us the most important tool: a pan. To me, it looked like a bowl with ridges. On my first attempt, I gave it all my

effort but did not get a single flake of gold; but I was not disappointed. I was filled with so much joy because my class and I experienced something new for the first time. It was such an amazing day, and I hope there is more to come." Before the day was over, youth were given a vial with a gold flake inside for participating and having fun while doing it. We hope that we get to have more experiences just like this one.

AMC-YTEC would like to extend its gratitude to Mr. Valdovinos and Dr. Dike for working together in engaging the youth in educational activities they might not have been introduced to otherwise.



RIVERSIDE COUNTY REENTRY CONFERENCE

HOSTED BY THE
RIVERSIDE COUNTY PROBATION DEPARTMENT

2018



The Department hosted the Riverside County Reentry Conference on January 18, 2018, at the Riverside Convention Center. Nearly 500 attendees began the morning with a continental breakfast and networking followed by opening remarks from Deanna Allen, Executive Director of Abundant Place; George Johnson, the County Executive Officer for Riverside County; and Chief Probation Officer Mark A. Hake. Each speaker addressed the need to provide released offenders with a clear path that ensures a successful return and integration into the community. While there are variations of needs, a safety net that includes a continuum of support from private, community based, faith based and local government organizations is essential. The entire community benefits when former offenders are empowered to live safe, healthy, productive and crime-free lives.

Two plenary sessions provided a big picture view of reentry leadership and the power of collaboration to achieve success. Participants were offered four morning and afternoon breakout sessions covering topics such as sustainable wages and self-sufficiency, navigating government funding opportunities, program models to aid success, juvenile programs, faith-based community participation, health, housing and working with families. The final session of the day included an invitation for participants to indicate an interest in creating the Riverside Reentry Collaborative. Riverside County's collaborative will convene in the Spring. Its roots are in the excellent work and the strong relationships organizations have built in each of the County's regions.

BY
ELIZABETH OLSON
DEPUTY DIRECTOR FOR ADMINISTRATION



SPEAKER ANTONIO MARTINEZ



RIVERSIDE CONVENTION CENTER



KEYNOTE SPEAKER SCOTT KERNAN



ONE OF MANY BREAKOUT WORKSHOPS



COUNTY EXECUTIVE OFFICER GEORGE JOHNSON



CHIEF DEPUTY RON MILLER AND THE OPENING PANEL



CHIEF MARK A. HAKE AND THE CLOSING PANEL



CONFERENCE PEN AND AGENDA



SALLY ROFAIL

SUPERVISING OFFICE ASSISTANT I



I AM RCP

STAFF SPOTLIGHT

1. What motivated you to begin a career with the Riverside County Probation Department?

I had just immigrated to the United States from Egypt and was looking for work; I got a temporary position with the County of Riverside's Department of Public Social Services before being offered a permanent position with Probation as an Office Assistant III.

2. What is your current position? Describe your responsibilities within your current role.

I have been working with the Probation Department for three years and am currently a Supervising Office Assistant I for the Intake Unit at the Juvenile Services Division. My unit works very closely with Juvenile Courts, and acts as a liaison between the juvenile hall and our partner agencies. I supervise a team of clerical staff who manage multiple clerical functions including processing in-custody/detention reports, receiving referrals from law enforcement agencies and processing court reports as well as step-parent adoption cases. My job is to streamline the workflow of our busy unit on a daily basis and solve operational problems.

3. Many people change careers during their lifetime; what motivates you to continue your career with the department?

I worked at the Hilton Hotels for three years as a Banquet Sales Lead and then at British Airways for seven years where I worked my way up to an Account Manager responsible for a \$4 million portfolio. I had to travel a lot, though. My current job offers stability and allows me more time to spend with my family and growing kids. I also love our department's mission and want to be part of it.



4. Thinking back to when you first began with the Probation Department, did you set a career path goal?

I wanted to be either a Secretary or a Supervising Office Assistant. I did my best in each assignment I had, and used to ask my supervisors what I should do to get “exceeds” on my evaluations and have the chance to be promoted. I appreciated their advice.

5. What goals have you set out to accomplish in your current position?

Building a team, I believe that teamwork makes the dream work. Creating a step-by-step guide for processing court reports electronically and implementing it across the department and reducing post-court processing time.

6. What do you enjoy about your current position?

I enjoy coming to work every day and working with my team. I enjoy training staff and watching them grow. I am a people person and have been customer service oriented throughout my career. I treat my coworkers as my internal customers. I also like the unpredictability of my job.

7. What (CORE VALUES) do you believe are most important to the success of our employees or interested job seekers?

I would pick respect as one of the most crucial values; respect for ourselves and for others guides our manners and creates a good work environment.

8. Based on your experience, do you have any words of advice for staff?

If you can dream it, then you can achieve it. Stay positive, work with a smile, go that extra mile...there are no traffic jams.

9. Do you have any hobbies or outside interests you would like to share?

I have two young kids who always keep me busy with their activities. I also love cooking, baking and trying new recipes from different cuisines. I enjoy music, jogging and watching movies.





SOUTHWEST
SERVICES
DIVISION

3RD ANNUAL CLERICAL WORKSHOP

MOTIVATING AND CELEBRATING CLERICAL STAFF WAS THE FOCUS OF THIS YEAR'S WORKSHOP



On December 20, 2017, the Southwest Services Division (SWSD) hosted its third annual Clerical Workshop. Three years ago, SWSD launched a workshop designed to celebrate and motivate clerical staff. This year, we were excited to change-up the format and include the staff in a hands-on "working workshop."

The day kicked off with Assistant Directors Natalie Rivera and Renel Gaines bringing the laughs with an exercise built around teamwork. As everyone stood around a table, a wrapped gift was passed around to open, with participants wearing oven mitts! Your turn was up when the person next to you rolled doubles on dice. It definitely was not as easy as it sounds but really got everyone working together and started off the day with some zest.

Next, the office assistants were grouped together by assignment, giving them the opportunity to collaborate and create with their peers across the division. Each group worked toward identifying and producing ideas and/or processes that have the potential to be used in future training events in SWSD. This also allowed the staff to get to know their counterparts in other offices who they typically do not interact with face to face. From this portion of the workshop, the Supervising Office Assistants worked collectively to create workgroups for future hands-on training and cross-training events.

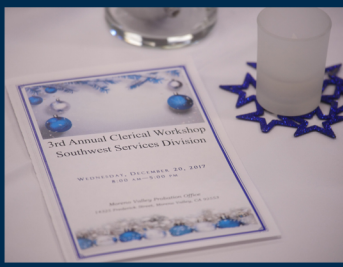
The second half of the day included an inspirational Culture of Health presentation led by Supervising Probation Officer (SPO) Fay Shaw. SPO Shaw got the group excited about overall health; physical, mental and social well-being. Her enthusiasm and knowledge resonated with the group. Many times the term "Culture of Health" limits our

thinking to just physical health; exercise and diet. Although this is a huge priority, it was refreshing and eye-opening to have all aspects of health discussed. SPO Shaw got the group up and moving, leading them in a series of stretches and exercises that they can incorporate into their daily routines, even at their desks! The teams worked together to build the highest freestanding structures. Once again, teamwork was essential and no two ideas were the same.

Overall, this year's Clerical Workshop was a success. The clerical staff were given an opportunity to have their voices and ideas heard by management and had an empowering Culture of Health experience.



PHOTOS



Write for the Quarterly!

This is an invitation for department staff to submit articles for the Spring 2018 RCP Quarterly. Please obtain permission from your supervisor prior to submitting an article and be sure to include the author of the article in the document. We also encourage you to include a photo to go along with your story. This is a great opportunity to showcase your staff, unit and division! We look forward to receiving your submissions and sharing in our department's accomplishments. Please continue to send articles via email to rcpprddivision@rivco.org. Thank you in advance for your submissions!

VETERANS COURT HOLIDAY DINNER 2017

The Riverside County Veterans Court Treatment Program was created to provide veterans who have entered the criminal justice system an interagency, collaborative and evidence-based treatment program capable of addressing their unique concerns. The goal is to improve the lives of veterans and their families by healing the apparent and underlying wounds these veterans suffered while serving in the United States Armed Forces; thereby Protecting Our Community.

On December 21, 2017, The Riverside County Veterans Court Treatment Program (RVC) held a holiday dinner. The vision was to create an event during the holiday season that would reinforce the importance of family and camaraderie amongst each other as the veterans address their Post-Traumatic Stress Disorder, Military Sexual Trauma and substance use while in RVC.

The RVC team welcomed each veteran and his or her family, creating a welcoming and safe environment for everyone to enjoy. The Honorable Judge Mark Mandio (RVC Presiding Judge) addressed the veterans and their families; he provided words of encouragement and spoke of the many accomplishments he's seen while working in the program. The evening progressed to dinner, as RVC and Probation staff served the veterans and their families a traditional holiday dinner and dessert.

The holiday festivities really began with the arrival of Santa Claus in a Riverside County Sheriff's Department BearCat vehicle. The children jumped with joy as they saw Santa and his elves take the stage and hand out gifts. Santa and his elves created many wonderful memories by posing for pictures with the children and their families!

As the evening evolved, it was apparent the veterans, their families and the staff were enjoying themselves. "This was the best holiday party I've been to and sober in three years," said veteran T. Marshall. Other veterans expressed their gratitude to the RVC team for putting an event like this together.

The holiday season is a time to spend with friends and family rejoicing the many reasons to be thankful. Veterans assigned to RVC were given an opportunity to realize they too can celebrate the holiday season sober and with good company. This holiday dinner confirmed that incorporating family, positive mentorship and outside-the-box supervision produces a strong impact in the rehabilitation process.

DEPUTY PROBATION OFFICER
JOSE VALDEZ



SANTA AND RSO DEPUTIES BRINGING HOLIDAY JOY



SANTA'S SLEIGH



THE HONORABLE JUDGE MARK MANDIO



FAMILIES WERE SERVED A DELICIOUS MEAL



DPO VALDEZ WITH SANTA CLAUS



DPO PERAZA AND SENIOR PO MACLEAN



EMPLOYEE RECOGNITION



& AWARDS CEREMONY



YEARS OF SERVICE



15 YEARS

SABRINA ALEX
JOSE ALVA
EDWARD ARELLANO
GABRIELA BACA
ANTHONY BAKER
NASTASHA BEAM
JEROME BRES
EVELYN BRICENO
APRIL CARR
DANIEL CASTANEDA
ELIZABETH CASTILLO
NEMESIO CASTILLO
RON CHERKIN
RONALD CHUNG
TAMMY CODON
JUDITH COUTURE
MIGUEL DEHARO
HECTOR ESPARZA
KAREN HAMER-ETIENNE
RUBEN FIGUEROA
RUDY FLORES
BRIAN GRAY
ANITA HENDRICKS

LETICIA HOLT
TIMOTHY HOM
LESTER JACKSON
ERIC KASSICK
MICHAEL KEECHLER
WENDY KENNEDY
ATHENA KIELBASA
ANGELA LINARES
DIANA LUCKETT
SHARON MACHISIC
ADAM MANGOLD
LOYD MANGRAM
ADRIANA MARTINEZ
REYNALDO MARTINEZ
ELIZABETH MARTINEZ-LEON
KRISTOFER MEZA
JESUS MONTANEZ
SYLVIA MONTOYA
FRANCISCA MORENO
CINDY NAPOLITANO
STEPHANIE OCHOA
ADRIAN OLVERA
MONIKA ORTEGA

SERAFIN PADILLA
JESUS PIMENTEL
KAMLYN POST
PAMELA POWERS
YVONNE QUINTANA
RUBY REED
JESSICA REYES
MARISOL RILEY
CINTIA RIVAS
CHARLES M. ROBERTS
MARIE ROCHA
SHERYL ROSS
WILLIAM SIGLER
SAHARAT TACHASOOKSAREE
JULIE TERRELL
ANGEL TORRES
ANGEL TURNER
ROBERT TYREE
DELIA VARGAS
KINDRISS VASQUEZ
WAYNE WOLCOTT
STACY ZAPATA

20 YEARS

STEVEN BUTTERFIELD
JONATHAN CELESTINE
TRICIA CHADWICK
ANTHONY CLUBB
SHAWN COPE
YVONDA JONES
EDWARD LOPEZ
SHANNINE MCCONNELL
RIGOBERTO RAMIREZ
FAY SHAW
CHRISTOPHER WRIGHT

30 YEARS

WANDA STERLING



PROMOTIONS



SUPERVISING PROBATION OFFICER

ISABEL CASTILLON
AMBER CROTHERS
ANGELICA DANIEL
TIFFANY HUMPHRIES
MELISSA LASCANO
CHAZ MARIN
TIFFANY MCELVENY
CRYSTAL NIETO
MARIO PINEDA
NANCY SALCEDO
VERONICA SOTO

SENIOR PROBATION OFFICER

NASTASHA BEAM
PETER CASTANEDA
DERRICK DORSEY-DAVIS
LINDA DRAKE
VERONICA JACKSON
MORGAN JOHNSON
WILLIAM LAMAS
MARIA LAZALDE
ALBERTO LERMA
ROY RAMIREZ
VIRGINIA SALHANI
TIM THOMPSON
DANIEL ULRICH
MANDEE WOODS

SENIOR PROBATION CORRECTIONS OFFICER

ADRIAN GONZALEZ
BLANCA GONZALEZ
SARAH IBARRA
WENDY MCCOIN
LETICIA NELSON
SARA RHOADS
RUBEN RIVERA
EDUARDO RODRIGUEZ
EDWARD TIAGA
OLIVIA WALKER

DEPUTY PROBATION OFFICER I

KIM LUU
ELIZABETH WORTHINGTON

PROBATION SPECIALIST

ANGELINE CABRERA

BUILDING MAINTENANCE SUPERVISOR

RONALD OGLESBY

HOUSE MANAGER

JULIE SKAGGS

SECRETARY II

CYNTHIA MOORE

SENIOR ACCOUNTING ASSISTANT

MELISSA WALKER

ACCOUNTANT I

EFREN CABOTAJE

HUMAN RESOURCES CLERK

ELIZABETH PEREZ
SIERRAH RICHARDSON

SUPERVISING OFFICE ASSISTANT I

TRINA HEAD
SALLY ROFAIL

OFFICE ASSISTANT III

TONI HANCOCK
GABRIELA M. HERNANDEZ
AMBER RIVAS
VERONICA RODRIGUEZ
SUMAN PRASAD
CRISTINA ZARATE



2017

DIVISION EMPLOYEES OF THE YEAR



CAROL WEATHERSPOON

ADMINISTRATIVE & BUSINESS SERVICES

"Carol is such a wonderful person inside and out. She's just an inspiration to us all. She brightens up the office every single day."



BRIAN QUIGLEY

ADULT SERVICES DIVISION

"He's someone that you can always look to for an answer. He's always willing to help. He fosters a team environment - there's nothing that Brian will refuse to do and he always has a positive attitude."



NEYDA CARRASCO

DESERT SERVICES DIVISION

"Neyda is a role model to her peers regarding her spirit of teamwork. She makes it her personal mission to spread joy and smiles wherever she goes."



REBECCA OLSEN

FIELD PROJECTS DIVISION

"Rebecca has become an expert in realignment housing forms and procedures. She's helpful, kind, and a hard worker. She's also very resourceful. She sees challenges as opportunities to grow."



JANET VIDAL

INDIO JUVENILE HALL

"She demonstrates excellent active listening skills and treats the youth with respect and empathy. She's always willing to lend a hand without asking. She comes in, she's ready to work, she's on task all the time."



VELKY RICHARD

JUVENILE SERVICES DIVISION

"Her rapport with the youth and their family has been fantastic. She leads by example. She's very knowledgeable in all things probation and she is a positive role model. She really, truly cares about the client and the community."



VANESSA DIAZ

RIVERSIDE JUVENILE HALL

"Vanessa demonstrates high standards in her work performance. She's great with the kids, has great rapport with them, has great counseling skills, and she's great at her job."



EVA AGUILAR

SOUTHWEST JUVENILE HALL

"As a DCO, she has shown enthusiasm, creativity, and commitment in this position. She is always ready and eager to learn. She can definitely be counted on. Everybody wants to work with her."



JAVON BARRINO

SOUTHWEST SERVICES DIVISION

"Javon's willingness to volunteer attests to his strong belief in teamwork. He is always looking to find the strengths in the team. He's fun to work with. He enjoys singing and is very open to having an impromptu concert."



RON CHERKIN

SPECIAL SERVICES DIVISION

"Cherkin's passion for the job is demonstrated through his positive work ethic and demeanor. He is very generous with his time and will give you quality effort."



SALVADOR RODRIGUEZ

ALAN M. CROGAN YTEC

"Sal has been instrumental in assisting the youth progressing through the program while displaying excellence and creativity. He has earned the respect of the youth, his peers, and the administration through his commitment and compassion."



SPECIAL AWARDS



SPECIAL RECOGNITION AWARD

PARENT PROJECT

ROSA CASTELLANOS
SPECIAL SERVICES DIVISION

SABRINA MAYNARD
SPECIAL SERVICES DIVISION



SPECIAL RECOGNITION AWARD

TITLE IV-E COMMITTEE

SABRINA ALEX
ADMINISTRATIVE & BUSINESS SERVICES

BARBARA BANDY
DESERT SERVICES DIVISION

CHRISTINE BRADBURY
ADMINISTRATIVE & BUSINESS SERVICES

DAWN DAVIS
SOUTHWEST SERVICES DIVISION

NAOMI DURLEY
JUVENILE SERVICES DIVISION

BOBBIE ELLIS
SOUTHWEST SERVICES DIVISION

AMANDA HARTMANN
DESERT SERVICES DIVISION

RACHEL LIGTENBERG
SPECIAL SERVICES DIVISION

SUMMER MCGILL
ADULT SERVICES DIVISION

STEPHANIE NEWBY
JUVENILE SERVICES DIVISION

WILLIAM WAITE
ALAN M. CROGAN YTEC

BRENDA WATERMAN
ALAN M. CROGAN YTEC



COMMUNITY SERVICE AWARD

ISHA JACKS
RIVERSIDE JUVENILE HALL



VOLUNTEER OF THE YEAR

BRIANNA GUTIERREZ
JUVENILE SERVICES DIVISION



CHIEF'S AWARD

TODD HOUGH
SOUTHWEST JUVENILE HALL





CHIEF MARK A. HAKE



FROM LEFT: LORI WILSON, REYLENA WILSON, KATHLEEN ARIAS, LESLIE GAYK PERFORM THE NATIONAL ANTHEM



ASSISTANT DIVISION DIRECTOR ELISA PORRAS SERVED AS MASTER OF CEREMONIES



THE HONORABLE JUDGE CLARK

DESERT
SERVICES
DIVISION

HOURLY OF POWER

AB109 CLIENTS PARTICIPATED IN AN EIGHT-WEEK SUPPORT GROUP

On October 30, 2017, I partnered with Chachi Chappel from Community Access Center to introduce the first Hour of Power program for clients in the Desert Hot Springs area at the Family Resource Center. Ten AB109 clients participated in an eight-week support group facilitated by Mrs. Chappel. The goal was to empower the clients, connect them to resources and jobs and help them assimilate back into society. With this in mind, the clients were taught about the importance of personal appearance and how it changes the perception others may have of them. They were supplied with free clothing donated by Mrs. Chappel and the Community Access Center. Some of the activities included practicing motivational

speaking through enriching their understanding of how words have power. Each client had to choose a "power word" for the duration of the program that would inspire and motivate them to continue on their path of success. Further, I was able to assist one client in enrolling at College of the Desert, where the client continues to attend classes. Two clients remain employed at Burrtec Waste Management. A local business in Desert Hot Springs, Serenity Hospice, provided the group with a Thanksgiving feast during the Hour of Power and also donated meals for clients' families. In addition, local members of the Desert Hot Springs community, including Councilmember Richard Betts, attended sessions in which they

interacted with the clients. The question-and-answer sessions with community members had a profound impact on the clients. The clients expressed their gratitude to Supervising Probation Officer Sandra Rosales, noting they experienced a positive interaction with their probation officer, which for most was a new experience. The clients are anxious to participate in future groups.

DEPUTY PROBATION OFFICER

CRISTINA KAYVON-PIERCE

INSTITUTIONAL
PROJECTS
DIVISION

DATA DRIVEN

IPD REACHES INTO THE PAST TO INFORM THE FUTURE

In 2017, the Institutional Projects Division (IPD) was assigned the task of establishing a performance baseline for the Alan M. Crogan Youth Treatment and Education Center and its related Enhanced Aftercare program. This baseline will be used as a reference point to gauge the performance of future treatment programs. The research included information from the predecessor programs such as Twin Pines Ranch, Van Horn Youth Center and the Youthful Offender Program and encompassed services from 2008 to 2017. The data set collected included information for over 2,000 youth admissions with such fields as: admission dates, release dates, gender, age, ethnicity, most serious offenses, days in the program, completion rates, reasons for non-completion, prior removals, programming, school information, community service hours, food handler's cards, outings and furloughs.

This ambitious project was not a simple "run a report" event. For the in-custody programs research, IPD moved beyond the Juvenile Adult Management System and, with assistance from Riverside Juvenile Hall and Indio Juvenile Hall, obtained many hardcopy source documents. For the post-release information, Enhanced Aftercare Deputy Probation Officers and the Probation Assistants compiled case file details and information regarding technical violations and new charges that youth received while on Aftercare. The project monitored the Enhanced Aftercare population during their probation and for an additional 18 month window to track any new charges incurred, if any, after completion of Aftercare. Such data included intervals between violations and identified the types of new offenses youth incurred as young adults. A detailed summary has been

compiled including: success rates, demographic summaries, program activity levels, return rates, and other related facts. This summary will assist our managers in making decisions on program performance and provide insight as to where to focus resources to maximize our rehabilitation efforts. Using this evidence-based decision making is another stride forward to continuously improve our department's mission of Serving Courts, Protecting Our Community and Changing Lives. IPD embraces the opportunity to collaborate with the juvenile facilities to improve all aspects of the process that our youth are engaged in from start to finish.

SENIOR PROBATION CORRECTIONS OFFICER

EDDIE TIAGA



PROMOTIONS

PAMELA POWERS / SENIOR PROBATION CORRECTIONS OFFICER ➤ DEPUTY PROBATION OFFICER I

ELIZABETH PEREZ / OFFICE ASSISTANT III ➤ HUMAN RESOURCES CLERK

SIERRAH RICHARDSON / OFFICE ASSISTANT III ➤ HUMAN RESOURCES CLERK

SOUTHWEST SERVICES DIVISION

HUMAN RESOURCES DIVISION

HUMAN RESOURCES DIVISION

A MAN IS A LITTLE THING WHILE HE WORKS BY AND FOR HIMSELF; BUT WHEN
HE GIVES VOICE TO THE RULES OF LOVE AND JUSTICE, HE IS GODLIKE.
RALPH WALDO EMERSON



SERVING COURTS · PROTECTING OUR COMMUNITY · CHANGING LIVES

RIVERSIDE COUNTY
PROBATION
D E P A R T M E N T

MARK A. HAKE
CHIEF PROBATION OFFICER

STACY ADAMS-METZ
CHIEF DEPUTY PROBATION OFFICER

INSTITUTION SERVICES

BRYCE HULSTROM
CHIEF DEPUTY PROBATION OFFICER

FIELD SERVICES

RON MILLER
CHIEF DEPUTY PROBATION OFFICER

FIELD SERVICES

DOUGLAS MORENO
CHIEF DEPUTY PROBATION ADMINISTRATOR

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PRODUCED
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